

granite state



telephone

600 South Stark Highway
PO Box 87
South Weare, New Hampshire 03281

603.529.9911
[fax] 603.529.1020
www.GraniteStateTelephone.com

June 27, 2012

Office of the FCC Secretary
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

Dear Ms.Dortch:

Enclosed is a signed certification dated June 27, 2012 regarding Annual Reporting Requirements pursuant to § 54.313(a)(2)-(6) in WC Docket No. 10-90. Please give me a call at 603-529-6221 or email me at bstafford@gsn.net.

Sincerely,

William R. Stafford
Chief Operating Officer

WRS/jml

Enclosures

Annual Reporting Requirements pursuant to § 54.313(a)(2)-(6)

WC Docket No. 10-90

§ 54.313(a)(2) – Outage reporting

☐ My company was not required to collect this information in 2011.

☒ My company collected this information pursuant to state utility commission requirement.

A copy of the report is attached. See Attachment A. While the New Hampshire Public Utilities Commission required report differs from FCC requirements, we are filing this attachment to be responsive to the information requested.

☒ My company was not required to collect this information in 2011.

☐ My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.

§ 54.313(a)(4) – Customer complaints per 1000 connections

☐ My company was not required to collect this information in 2011.

☒ My company collected this information pursuant to state utility commission requirement.

A copy of the report is attached. See Attachment B. While the New Hampshire Public Utilities Commission required report differs from FCC requirements, we are filing this attachment to be responsive to the information requested.

§ 54.313(a)(5) – Service quality standards and consumer protection rules

I certify that the reporting carrier is in compliance with applicable service quality standards and consumer protection rules.

§ 54.313(a)(6) – Ability to function in emergency situations

I certify that the reporting carrier can function in emergency situations as set forth in 47 CFR §54.202(a)(2). Specifically, the reporting carrier has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

I am authorized to make this certification on behalf of the company named above and, to the best of my knowledge the information reported on this form is accurate. This certification is for the study area(s) listed below. (Please enter your Company Name, State and Study Area Code)

Company Name	State	Study Area Code
Granite State Telephone, Inc.	New Hampshire	120039

(If necessary, attach a separate list of additional study areas and check this box.)

☐

Signed,

William R. Stafford
[Signature of Corporate Officer]

Date:

June 27, 2012

William R. Stafford
[Printed Name of Corporate Officer]

Chief Operating Officer
[Title of Corporate Officer]

Carrier's Name Granite State Telephone, Inc.

Carrier's Address 600 South Stark Highway Weare NH 03281

Carrier's Telephone Number 603-529-9911

Attachment A



T 603.529.9911 F 603.529.1020
600 South Stark Highway, PO BOX 87
South Weare, NH 03281

January 4, 2012

Ms. Kathryn M. Bailey
Director of Telecommunications
New Hampshire Public Utilities Commission
21 S. Fruit Street, Suite 10
Concord, New Hampshire 03301-2429

Dear Ms. Bailey:

Enclosed is NHPUC Form ILEC-38 relating to a service outage in our Hillsboro Upper Village Exchange on December 27, 2011.

Please give me a call at 529-6221 if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "William R. Stafford". The signature is written in a cursive style with a large initial "W".

William R. Stafford
Chief Operating Officer

WRS/jml

Enclosure





NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION
21 S. FRUIT ST., STE 10 CONCORD, NH 03301-2429
603-271-2431
www.puc.nh.gov

NHPUC Form ILEC-38
Service Outage Report
Puc 429.15
Rev. 12/06/04

SERVICE OUTAGE REPORT

1. General Information

Federal Identification Number 02-0118100

Legal Name Granite State Telephone, Inc.

Trade Name (d/b/a)
in New Hampshire Granite State Communications

Contact Person William R. Stafford

Complete Mailing Address
600 South Stark Highway
Weare, NH 03281

Phone Number 603-529-6221

Fax Number 603-529-1020

E-mail Address bstafford@gsn.net

2. Report Statistics

Report Number 1-2012

Date of Report 1/4/12

Date and Time of
Outage 12/27/11 at 5:45 a.m.

Date and Time Restored 12/27/11 at 6:15 a.m.

Location of outage Hillsboro Upper Village Central Office

Was an entire exchange affected? Yes ☒ No ☐ Number of affected access lines 784

State cause of outage Granite State Communications contracted with Emerson Network Power to replace the battery plant at our Hillsboro Upper Village Central Office. During the process of disconnecting the existing batteries a wiring error occurred, which resulted in a loss of power to the switch. While the outage did affect the entire exchange, we did not receive any customer trouble reports as a result.

Name of commission person contacted Michael Ladam

Date Commission contacted 12/27/11

Time Commission contacted 9:08 a.m.

3. Signature

I certify that the information on this form is true and correct to the best of my knowledge and belief subject to the penalty for making unsworn false statements under RSA 641:3.

Authorized Representative

Signature William R. Stafford

Title Chief Operating Officer

Printed Name William R. Stafford

Date 1/4/12

If you have any questions, please call the New Hampshire Public Utilities Commission at 603-271-2431.



NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION
21 S. FRUIT ST., STE 10 CONCORD, NH 03301-2429
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NHPUC Form ILEC-4
Quality of Service Report
Page 1 of 2
Puc 429.05
Rev. 12/06/04

QUALITY OF SERVICE REPORT

For Calendar Year 2011

1. General Information

Federal Identification Number	02-0118100
Legal Name	Granite State Telephone, Inc.
Trade Name (d/b/a) in New Hampshire	
Regulatory Contact	Christian Rand
Complete Mailing Address	PO Box 87 Weare, NH 03281
Phone Number	603-529-6250
Fax Number	603-529-1020
E-mail Address	chrisrand@gsn.net

2. Service Installation

1. INSTALLATION OF POTS Average number of days between date of a request for service and installation of that service. 1.56
2. Percentage of installation appointments not kept. 7.6%
3. Narrative explanation of special circumstances and exceptions reflected in the data reported by the carrier.



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NHPUC Form ILEC-4
Quality of Service Report
Page 2 of 2
Puc 429.05
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3. Repair Service

1. Average answer time to connect caller to repair service operator.	29 sec
2. Percentage of calls to a repair number that are abandoned.	4%
3. Percentage of service outages lasting longer than 24 hours.	5%
4. Average length of repair time (elapsed time from report of trouble until trouble cleared).	13:34
5. Percentage of repair appointments not kept.	0.20%
6. The average number of calculated customer trouble reports per 100 access lines for the year.	0.85%

4. Signature

I certify that the information on this form is true and correct to the best of my knowledge and belief subject to the penalty for making unsworn false statements under RSA 641:3.

Authorized Representative
Signature

A handwritten signature in black ink, appearing to read "Christian Rand".

Title Vice President

Printed Name Christian Rand

Date 4/2/12

If you have any questions, please call the New Hampshire Public Utilities Commission at 603-271-2431.
Please mail any documents to the above address.